

FILED

AUG 06 2025

COMMISSION OF INSURANCE
INSURANCE DIVISION OF IOWA

BEFORE THE IOWA INSURANCE COMMISSIONER

IN THE MATTER OF

BENJAMIN W. DOAK,

Respondent.

)
)
)
)
)
)
)

DIAL Case No. 26IID0001

Division Case No. 123591

ORDER AND CONSENT TO ORDER

COMES NOW the Iowa Insurance Division (“Division”) and by the consent of Respondent Benjamin W. Doak, pursuant to the provisions of Iowa Code chapters 507B—Insurance Trade Practices and 522B—Licensing of Insurance Producers, the Commissioner enters the following Order and Consent to Order (“Consent Order”):

I. PARTIES AND JURISDICTION

1. The Commissioner of Insurance, Douglas M. Ommen, directly and through his designees, administers and enforces Iowa Code chapters 507B—Insurance Trade Practices and 522B—Licensing of Insurance Producers pursuant to Iowa Code § 505.8.
2. Benjamin W. Doak (“Doak”) is an individual with a last-known residence address of 2006 Burlington Road, Oskaloosa, Iowa 52577.
3. Doak is and has been licensed in the state of Iowa as a resident insurance producer since January 25, 2017. Doak is licensed under National Producer Number 18291808.
4. Pursuant to Iowa Code § 505.28, Doak consented to the jurisdiction of the Commissioner of Insurance by committing acts governed by Iowa Code chapters 507B and 522B.
5. From on or about November 13, 2023, to present, Doak engaged in acts and practices within the state of Iowa constituting cause for probation, suspension, or revocation of his insurance producer license; cease and desist orders; and civil penalties or other relief under Iowa Code chapters 505, 507B, 522B, and rules adopted pursuant to these chapters.

II. FINDINGS OF FACT

6. Doak applied for a resident insurance producer license with the Division by submitting a Uniform Application for Individual Producer License (“Uniform Application”) through the National Insurance Producer Registry. In submitting the Uniform Application, Doak designated the Commissioner as an agent for service of process.

7. The Division issued Doak a license as a resident insurance producer on January 25, 2017, and assigned to him National Producer Number 18291808.

8. On April 18, 2023, Doak was appointed with Banner Life Insurance Company (“Banner”).

9. On June 18, 2024, Banner terminated Doak for cause for allegedly submitting insurance applications for customers without their knowledge or consent.

Banner Investigation & Termination for Cause

10. On or about June 7, 2024, Banner opened an investigation into Doak due to four recently-submitted life insurance policy applications that were canceled for nonpayment. Banner did not issue the policies because the premium payments could not be withdrawn from the bank accounts listed on the applications.

11. On or about June 10, 2024, Banner determined that the four applications involved actual former client names but incorrect phone numbers and email addresses. Doak’s upline agency supervisor confronted Doak with these findings, and Doak admitted to accessing the personal information of previous clients and submitting eleven fraudulent life insurance applications using the personal information of those previous leads/clients without their permission. Ten of those applications involved Iowa consumers.

12. Banner paid advance commissions to Doak and his agency for the submission of these eleven total applications in the amount of \$29,522.09.
13. On June 18, 2024, Banner terminated Doak for cause.
14. Banner was unable to claw back all commission funds directly from Doak. This debt was transferred to Doak's agency, Symmetry Financial Group, LLC d/b/a/ Quility Insurance and Symmetry Financial Group ("Quility") and additional advance commission have been deducted and repaid to Banner from Quility's share of commissions.

Division Investigation

15. On or about June 20, 2024, Banner notified the Division of Doak's termination for cause.
16. On July 26, 2024, a Division investigator sent Doak a Request for Information letter ("RFI") and an attached Termination for Cause Questionnaire ("TFC").
17. In Doak's signed response to the Division, he admitted in writing that:
 - a. "Without the clients [sic] knowledge, [I used] old clients [sic] info that either cancelled their policy or they changed their mind. I wrote insurance policy [sic] on them. I did not use the clients [sic] bank information so they would not be charged;"
 - b. "[I]t was fraudulent to re-use the clients [sic] personal information without their permission," in submitting eleven life insurance applications "[t]o get paid commissions in advanced [sic] from the insurance company;
 - c. Doak "didn't speak with the client[s]" regarding these applications;
 - d. "[I]t was dishonest to the insurance company to use [old clients'] personal information to issue life insurance policies;"
 - e. "[I]t was incompetent to use the clients [sic] info [on applications] to the insurance company;"

- f. “[I]t is untrustworthy for me to have used the old clients [sic] info to gain commissions;”
 - g. Doak exploited company systems to access “digital authorization of personal info that [he] gathered from previous clients;”
 - h. “The last year I did not serve the clients well as I was fraudulent in my actions;” and
 - i. “I am fully aware that what I did was wrong and plan to pay back the insurance company the commissions fully. I will not ever use clients [sic] info for personal commissions gain again. I was wrong. [It was] [I]azy and it was foolish of me to do so.”
18. Doak electronically signed the eleven applications in question on behalf of the named applicants without the named applicants’ knowledge or authorization.

Criminal Prosecution

19. On March 3, 2025, Doak was arrested pursuant to a warrant issued by the Iowa District Court for Mahaska County, Iowa, in case FECR065236, on charges related to the matters described herein.
20. On March 10, 2025, legal counsel for Doak filed an Appearance and Waiver of Preliminary Hearing on Doak’s behalf.
21. On March 31, 2025, the Mahaska County Attorney filed Minutes of Testimony and a Trial Information, listing the charges against Doak as:

- Count I: Fraudulent Sales Practices over \$10,000 in violation of Iowa Code §§ 507E.3A(1) and (2) (Class C Felony);
- Count II: Theft 1st Degree in violation of Iowa Code §§ 714.1(3) and 714.2(1) (Class C Felony);
- Count III: Identity Theft over \$1500 under \$10K in violation of Iowa Code §§ 715A.8(2) and 715A.8(3)(b) (Class D Felony); and

Count IV: Forgery in violation of Iowa Code §§ 715A.2(1), 715A(1)(a), and 715A.2(2)(b) (Aggravated Misdemeanor).

22. On April 2, 2025, Doak filed a Written Arraignment and Plea of Not Guilty, pleading not guilty to all four counts charged.

23. Doak has not reported this prosecution to the Division as of the date of this filing.

III. CONCLUSIONS OF LAW

COUNT I

Misrepresentations on Insurance Applications

24. Under Iowa Code § 507B.4(3) “a person shall not engage in this state in any trade practice which is defined in this chapter as, or determined pursuant to section 507B.6 to be, an unfair method of competition, or an unfair or deceptive act or practice in the business of insurance.”

25. Iowa Code § 507B.4(3)(n) defines as an unfair trade practice “making false or fraudulent statements or representations on or relative to an application for an insurance policy, for the purpose of obtaining a fee, commission, money, or other benefit from any insurer, agent, broker, or individual.”

26. Doak made false or fraudulent statements on at least eleven insurance applications for the purpose of obtaining a commission by listing incorrect bank information, invalid or incorrect phone numbers, and incorrect email addresses. Ten of these applications involved Iowa consumers.

27. Doak received \$29,522.09 in advance commissions from Banner for himself and his agency by submitting the eleven insurance applications containing false information.

28. Doak’s acts and practices violated Iowa Code § 507B.3 and 507B.4, subjecting Doak to suspension or revocation of Doak’s insurance producer licenses, the imposition of a civil penalty,

an order requiring Doak to cease and desist from engaging in such acts or practices, the imposition of costs of the investigation and prosecution of the matter, and any other corrective action the Commissioner deems necessary and appropriate pursuant to Iowa Code §§ 505.8 and 507B.7.

COUNT II

Using Fraudulent, Coercive, or Dishonest Practices, or Demonstrating Incompetence, Untrustworthiness, or Financial Irresponsibility in the Conduct of Insurance Business

29. Under Iowa Code § 522B.11(1)(h), a license may be subject to probation, suspension, or revocation and civil penalties may be levied, as provided in Iowa Code § 522B.17, for using fraudulent, coercive, or dishonest practices, or demonstrating incompetence, untrustworthiness, or financial irresponsibility in the conduct of business.

30. Doak engaged in conduct that was fraudulent and dishonest and demonstrated incompetence, untrustworthiness, and financial irresponsibility when he exploited his access to the personal information of previous clients, and then used that information on new insurance applications, without their permission.

31. Doak engaged in conduct that was fraudulent and dishonest and demonstrated incompetence, untrustworthiness, and financial irresponsibility when he electronically signed insurance applications on behalf of consumers without their knowledge, permission, or authorization.

32. Doak's acts and practices violated Iowa Code § 522B.11(1)(h) subjecting Doak to probation, suspension, or revocation of his insurance producer license, the imposition of a civil penalty, an order requiring him to cease and desist from engaging in such acts or practices, an order of restitution, the imposition of costs of the investigation and prosecution of the matter, and

any other corrective action the Commissioner deems necessary and appropriate pursuant to Iowa Code §§ 522B.11, 522B.17, and 505.8.

COUNT III
Failure to Report Criminal Prosecution

33. Under Iowa Code § 522B.16(2), and Iowa Administrative Code rule 191-10.20(4)(b), “within thirty days of the initial pretrial hearing date, an insurance producer shall report to the Commissioner any criminal prosecution of the insurance producer taken in any jurisdiction.”

34. On March 10, 2025, Doak’s legal counsel filed an Appearance and Waiver of Preliminary Hearing before the Mahaska County District Court in case No. FECR065236. On April 2, 2025, Doak filed a Written Arraignment and Plea of Not Guilty, pleading not guilty to all four counts charged.

35. Doak failed to report this prosecution to the Division within thirty days of these initial pretrial events, and to date, has not reported this prosecution to the Division.

36. Doak’s acts and practices violated Iowa Code § 522B.16(2), subjecting Doak to probation, suspension, or revocation of his insurance producer license, the imposition of a civil penalty, an order requiring him to cease and desist from engaging in such acts or practices, the imposition of costs of the investigation and prosecution of the matter, and any other corrective action the Commissioner deems necessary and appropriate pursuant to Iowa Code §§ 522B.17 and 505.8.

IV. ORDER

WHEREFORE, IT IS ORDERED pursuant to the powers granted to the Commissioner of Insurance by Iowa Code chapters 507B and 522:

- A. Doak's Iowa resident insurance producer license is immediately revoked and Doak is prohibited from engaging in the business of insurance in this state pursuant to Iowa Code §§ 507B.7 and 522B.11;
- B. Doak shall pay a civil penalty in the amount of \$11,500.00. Doak shall pay \$5,000 of the civil penalty contemporaneously with this Consent Order, and shall pay the remaining \$6,500.00 thirty days from the entry of the Consent Order, made payable to the Iowa Insurance Division, to be credited to the Iowa Insurance Enforcement Fund, to provide funds for insurance enforcement and education pursuant to Iowa Code §§ 505.8, 507B.7 and 522B.17, and Iowa Administrative Code rule 191—10.20(5);
- C. Doak shall, contemporaneously with this Consent Order, pay the amount of \$1,111.50 for the costs of investigation pursuant to Iowa Code § 505.8. Payment shall be made payable to the Iowa Insurance Division, to be credited to the Iowa Enforcement Fund to provide funds for insurance enforcement and education; and
- D. These orders may be enforced under Iowa Code chapter 522B, including but not limited to Iowa Code § 522B.17(3), and additionally, by any collection remedies available to the State of Iowa Department of Revenue for unpaid penalties and other ordered monetary amounts.

SO ORDERED on this 6th day of August, 2025.



DOUGLAS M. OMMEN
Iowa Insurance Commissioner

Respectfully submitted,



Meara Schrader
Iowa Insurance Division
1963 Bell Avenue, Suite 100
Des Moines, Iowa 50315
(515) 654-6618
meara.schrader@iid.iowa.gov

Amanda Robinson
Iowa Insurance Division
1963 Bell Avenue, Suite 100
Des Moines, Iowa 50315
(515) 654-6475
amanda.robinson@iid.iowa.gov
ATTORNEYS FOR THE DIVISION

Copy to:

Gerald B. Feuerhelm
2155 NE 51st Place, Suite B
Des Moines, Iowa 50313
jake@feuerhelmlaw.com
ATTORNEY FOR RESPONDENT

CERTIFICATE OF SERVICE

The undersigned certifies that the foregoing instrument was served upon all parties to the above cause, or their attorney, at their respective addresses disclosed on the pleadings on August 6, 2025.

By: ☒ First Class Mail ☐ Personal Service
☐ Restricted certified mail, return receipt ☒ Email
☐ Certified mail, return receipt ☐

Signature: Brooke Hohn
Brooke Hohn

NOTICE OF PENALTIES FOR WILLFUL VIOLATION OF THIS ORDER

YOU ARE NOTIFIED that acting as an insurance producer, as defined in Iowa Code chapter 522B, in violation of this Order, is a felony under Iowa Code § 507A.10, subjecting you to punishment of imprisonment, jail, fines, or any combination of custody and fines.

YOU ARE ALSO NOTIFIED that if you violate this Order, you may be subject to administrative and civil penalties pursuant to Iowa Code § 522B.17(3). The Commissioner may petition the district court to hold a hearing to enforce the order as certified by the Commissioner. The district court may assess a civil penalty against you in an amount not less than three thousand dollars but not greater than ten thousand dollars for each violation and may issue further orders as it deems appropriate.

NOTICE REGARDING REISSUANCE

Upon entry of this Order, your insurance producer license will become inactive due to revocation. While your license is inactive, you are prohibited from conducting the business of insurance. Your license will not be active until the Division makes the determination to reissue your insurance producer license by order pursuant to Iowa Administrative Code rule 191—10.10.

Reissuance of your insurance producer license is subject to the discretion of the Commissioner. Additionally, it will not be granted unless and until you have complied with the terms of this Order, made the appropriate Application for Reissuance with the Division, and paid all applicable fees. If applicable, you may also be required to apply for licensure through the National Insurance Producer Registry (NIPR) and pay all applicable fees.

NOTICE OF FINAL ORDER IMPACT

A final order of revocation or a cease and desist order may adversely affect other existing business or professional licenses and may result in license revocation or disciplinary action.

A final order in an administrative action does not resolve any potential criminal or civil violations or causes of action that might arise from the same or similar conduct that is the subject of this this order. It may result in criminal law enforcement authorities, including the fraud bureau of the Iowa Insurance Division, pursuing a criminal investigation or prosecution of potential criminal law violations.

CONSENT TO ORDER AND AGREEMENT

I, Benjamin W. Doak, Respondent in this matter, have read, understood, and do knowingly consent to this Order in its entirety. I have consulted with my attorney, and I fully understand the terms of this Consent Order. By executing this Consent, I understand that I am waiving my rights to a hearing, to confront and cross-examine witnesses, to produce evidence, and to judicial review.

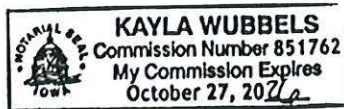
I further understand this Order is considered a final administrative action that will be reported by the Division to the National Association of Insurance Commissioners and to other regulatory agencies. I also understand this Order is a public record under Iowa Code chapter 22 and information may be shared with other regulatory authorities or governmental agencies, pursuant to Iowa Code § 505.8(8)(d). I also understand this Order will be posted to the Division's website and a notation will be made to the publicly available website record that administrative action has been taken against me.


Benjamin W. Doak, Respondent

Aug 1, 2025
Date

2006 Burlington Rd Oskaloosa, Ia 52577
Address of Signatory

Subscribed and sworn before me by Benjamin Doak on this 1 day of August, 2025.




Notary Public for the State of Iowa